

Performance Requirements
Summary for 52-PAPT-3-01014

Task/ Required Service	Description	Acceptable Quality Level	Method of Surveillance	Payment
SF-52 Filed CLIN 0001a, CLIN 0008a, CLIN 0015a, CLIN 0022a, CLIN 0029a	Request for Personnel Action	Time Standard of 10 business days from time of receipt of Government Document. 98% acceptable quality (error of 2% or less).	5% Direct Monthly Sampling + 100% Program Office Questionnaires completed	Per B.9.1
SF-50 Filed CLIN 0001b, CLIN 0008b, CLIN 0015b, CLIN 0022b, CLIN 0029b	Notification of Personnel Action	Time Standard of 10 business days from time of receipt of Government Document. 98% acceptable quality (error of 2% or less).	5% Direct Monthly Sampling + 100% Program Office Questionnaires completed	Per B.9.1
Payroll Documents Filed CLIN 0002a, CLIN 0009a, CLIN 0016a, CLIN 0023a, CLIN 0030a	Pay Disbursement Forms	Time Standard of 10 business days from time of receipt of Government Document. 98% acceptable quality (error of 2% or less).	5% Direct Monthly Sampling + 100% Program Office Questionnaires completed	Per B.9.1
File Process CLIN 0003a, CLIN 0010a, CLIN 0017a, CLIN 0024a, CLIN 0031a	Management of the OPF/IPF/EPF/MPF operational files	Time Standard of 10 business days from time of receipt of Government Document. 98% acceptable quality (error of 2% or less).	5% Direct Monthly Sampling + 100% Program Office Questionnaires completed	Per B.9.1
Document Report/Distribution CLIN 0003b, CLIN 0010b, CLIN 0017b, CLIN 0024b, CLIN 0031b	Management Information Reporting Requirements	Time Standard of 24 hours from time of receipt of Government Document. 98% acceptable quality (error of 2% or less).	5% Direct Monthly Sampling + 100% Program Office Questionnaires completed	Per B.9.1
Data Entry CLIN 0004a, CLIN 0011a, CLIN 0018a, CLIN 0025a, CLIN 0032a	Input of personnel and payroll actions	Personnel and payroll actions submitted for a pay period prior to 12PM EST of the second Thursday of the pay period must be processed prior to 6PM EST of the second Thursday of the same pay period(Same Day). 98% acceptable quality (error of 2% or less).	5% Direct Monthly Sampling + 100% Program Office Questionnaires completed	Per B.9.1
Customer Service CLIN 0005a, CLIN 0012a, CLIN 0019a, CLIN 0026a, and CLIN 0033a	Support functions that assist with OHR systems administration	All Calls answered within 3 rings, All visitors greeted within 10 seconds, all documents filed within 6 hours. All filing to be at 98% acceptable quality (error of 2% or less)	5% Direct Monthly Sampling + 100% Program Office Questionnaires completed	Per B.9.1
Quality Review CLIN 0006a, CLIN 0013a, CLIN 0020a, CLIN 0027a, CLIN 0034a	Review for accuracy the SF-52 versus the SF50	Time Standard of 5 business days from receipt of the SF50/52	5% Direct Quarterly Sampling	Per B.9.1
Audit Review 0006b, CLIN 0013b, CLIN 0020b, CLIN 0027b, CLIN 0034b	Review for accuracy the SF-52 data and other personnel documentation	Time Standard of 20 business days	5% Direct Quarterly Sampling	Per B.9.1